

b fulltext1, fulltext2

02may06 14:03:52 User268077 Session D321.1
\$0.00 0.220 DialUnits FileHomeBase
\$0.00 Estimated cost FileHomeBase
\$0.03 TELNET
\$0.03 Estimated cost this search
\$0.03 Estimated total session cost 0.220 DialUnits

Dialog Search

*92
5-2-06*

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2006/May 02
(c) 2006 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2006/May 02
(c) 2006 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2006/May 02
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File 160:Gale Group PROMT(R) 1972-1989
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File 275:Gale Group Computer DB(TM) 1983-2006/May 01
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File 621:Gale Group New Prod. Annou. (R) 1985-2006/May 02
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File 9:Business & Industry(R) Jul/1994-2006/May 01
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File 20:Dialog Global Reporter 1997-2006/May 02
(c) 2006 Dialog
File 476:Financial Times Fulltext 1982-2006/May 03
(c) 2006 Financial Times Ltd
File 610:Business Wire 1999-2006/May 02
(c) 2006 Business Wire.
***File 610: File 610 now contains data from 3/99 forward.**
Archive data (1986-2/99) is available in File 810.
File 613:PR Newswire 1999-2006/May 02
(c) 2006 PR Newswire Association Inc
***File 613: File 613 now contains data from 5/99 forward.**
Archive data (1987-4/99) is available in File 813.
File 624:McGraw-Hill Publications 1985-2006/May 02
(c) 2006 McGraw-Hill Co. Inc
***File 624: Homeland Security & Defense and 9 Platt energy journals added**
Please see HELP NEWS624 for more
File 634:San Jose Mercury Jun 1985-2006/Apr 30
(c) 2006 San Jose Mercury News
File 636:Gale Group Newsletter DB(TM) 1987-2006/May 01
(c) 2006 The Gale Group
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc

Set	Items	Description
S1	318	((SERVICE OR REPAIR) (2N) REQUEST) (S) (PROPERTY OR APARTM- ENT OR TENANT OR RENTAL)
S2	137	S1 AND INTERNET
S3	85	RD S2 (unique items)
S4	31	S3 NOT PY>2000

? t s4/3,k/all

4/3,K/1 (Item 1 from file: 15)
 DIALOG(R)File 15:ABI/Inform(R)
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02005059 52004249

Next wireless wave?

Anderson, Loren
 Telecommunications v34n3 PP: 93-94 Mar 2000
 ISSN: 0040-2494 JRNL CODE: TIE
 WORD COUNT: 1561

...ABSTRACT: approaches as well. In fact, the availability of wireless telemetry - particularly when combined with universal **Internet** access

- is creating entirely new product and service possibilities along the way.

TEXT: After voice, SMS and wireless **Internet** , telemetry may be next.

Telemetry covers a vast array of applications, with potential uses in...

...approaches as well. In fact, the availability of wireless telemetry

- particularly when combined with universal **Internet** access - is creating entirely new product and service possibilities along the way.

Telemetry solutions can...

...wireless phones. While most telemetry units will not generate the call volumes of voice and **Internet** access, the sheer number of devices warrants attention from every cellular and PCS operator.

Specific...

...through a plant or driving across town to read a meter or respond to a **service request** . Too often, operational actions are based on schedules rather than actual need. Imagine just about...

...while cutting costs. Too many business functions and decisions are wired in place - literally. Car **rental** companies have been among the first to

use wireless telemetry to take data to their...resulting from these efforts will encourage adoption in other industries. Additionally applications based on wired **Internet** connections can easily be migrated to wireless connectivity.

Unlike many technologies, wireless telemetry can be...

4/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01879250 05-30242
Federal bank regulators announce amendments
Phillips, Shannon
Texas Banking v88n8 PP: 26-27 Aug 1999
ISSN: 0885-6907 JRNL CODE: TXB
WORD COUNT: 1103

...TEXT: Questions and Answers," revising the version published in October 1997. It is available over the **Internet** at www.ffiec.gov/cra/qa/ (64 Federal Register 23618).

The FFIEC adopted four questions...

...completing the form. The revised form must be used for noting determinations on whether a **property** is located in a special flood hazard area. The form is available through FEMA's "Fax-onDemand" **service** (202) 646FEMA (**request** document #23103).

TBA is proud to welcome the following to our Texas banking family for...

4/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01792996 04-43987
Web leasing: Help or hype?
Fjellestad, Neil; Levey, Carol; Otto, Laura
Journal of Property Management v64n2 PP: 66-68+ Mar/Apr 1999
ISSN: 0022-3905 JRNL CODE: JPM
WORD COUNT: 2576

DESCRIPTORS: Internet ;

ABSTRACT: Current results or lack thereof from early Internet experimentation within the property management industry are not due to lackluster customer acceptance but rather...

...customer-led reshaping of the industry. The fact is the industry

does

not provide the Internet data to feel confident enough to market online.

As a marketing tool, the Internet can help assess an advertisement's ability to generate rental leads, evaluate an onsite staff...

TEXT: How about some straight "skinny" on the viability of using the Internet to lease apartment homes? We've all been approached by one of the several online...

...just eat up your time.

Current Industry Realities

Current results or lack thereof from early Internet experimentation within our industry are not due to lackluster customer acceptance but rather a combination...

...reshaping of our industry. The fact is our industry does not provide us with the internet data to feel confident enough to market on line. faced with our current situation, we are tempted to emphasize the lack of hard industry data about the Internet and wait to see who else joins.

Without enough information it becomes risky to allocate...

...confidence that we have in traditional media. However, you may have had success with the Internet without even knowing it. Your apartment community has probably been advertised on the Internet whether you realize it or not. Nearly all publications such as newspapers or local rental...

...walk-in traffic to its appropriate source and giving at least some credit to the Internet .

As a marketing tool, the Internet can help us assess an advertisement's ability to generate rental leads, evaluate our onsite...

...planning we will narrow the universe to include only adult individuals using at least one Internet application besides e-mail during the last three months. This specifically excludes those that have...

...53 million by end of 1999.

The most remarkable thing that we can say about Internet users is that they are very ordinary. They are the same people that read the...

...car. Additionally, a close look at the user data reveals some trends in our industry.

Internet usage seems to be gaining faster acceptance due to the accumulated acceptance of other technology in our lives at work, school, and home. Though first introduced at work, the Internet, now has quickly become an essential part of personal living.

Personal use, including online shopping...

...trends. Women are seen as real estate's primary customer and their usage of the Internet has risen dramatically, making up 39 percent of all Internet users. And while 68 percent of users are married, the number of separated/divorced users...

...not having to even leave the house to shop and the sheer convenience of the Internet, more users are finding a variety of reasons to go on line. For the apartment...

...from one side of town to the other becomes quite appealing. A recent survey of Internet -using households shows these top 10 personal benefits of shopping on-line, in ranking order...

...considerations. Our experience tells us that personal safety is a driving force as well. The Internet is becoming essential, particularly to our rental customers for a number of reasons. For one...of available technology.

We can reasonably draw some conclusions by comparing the evolving profile of Internet shoppers with what we know about the demographic and psychographic characteristics of modern rental customers. Current Internet data shows that usage is rapidly becoming accepted by the general public but especially within...

...onsite service teams at your communities. This might require presentation(s) of a variety of Internet sites and what online options are available. Effective surveys and focus groups will help you...

...gather is a critical first step. Next you must choose how to use it. The Internet is full of marketing opportunities. It is also full of distractions. A plan must keep...

...seek online visibility; build online credibility; and nurture online relationships.

Keep in mind what the Internet is good at-direct target marketing and

one-on-one presentation. It is not particularly good for mass awareness and brand identity. So, creating enough Internet impressions on a rental customer sufficient that your company or community stands apart from all...

...them by sharing pertinent information is doable. You might consider building a website for your apartment community that becomes a virtual extension of your onsite office for your existing customers (residents...

...could include important phone numbers and the ability to report an emergency or make a service request. Include local maps showing routes to shopping, schools, freeways, and airports. Make it a community bulletin board with information about planned property improvements, resident activities, and personal safety tips. Create a site tour including the exterior and...

...a search engine (Yahoo, AOL, MSN, Alta Vista, Lycos, etc.) and 85 percent through another Internet site. Knowing this, get your site registered with all commercial search engines. Get your site...

...to hold back the information. You lose the caller. The same thing happens at an Internet site, but the customer is in control.

You get their attention with ease of use...

...well-thought-out fulfillment strategy The inability to follow-up is marketing suicide. On the Internet it is suicide with an automatic weapon. At the point that you take a request...

...what to do and the timeliness expected.

No Guts, No Glory

(Table Omitted)

Captioned as: Internet Use

Even those that have created a storefront on the Internet often ... hundreds of rental inquiries everyday.

We asked CEO Charlie Tennyson to summarize the company's Internet experience. He responded, "We made the decision to move into Internet marketing three years ago and do not regret the decision for a minute. The issue...

...service. To deliver you have to go where the customer is. They are on the Internet. Initially, we were not as successful with our Internet customers as we were with our local customers.

"Lots of effort (allocation of resources) is...

...with other primary lead sources. The bonus is how much more we know about each Internet customer. Our ongoing strategy supports constant maintenance and improvement of our three company websites; each...

...ask questions. The ongoing challenge is the timely response to customer inquiry and treating the Internet customer with courtesy, respect, and urgency when the interaction is electronic.

A Look Ahead

Certainly, we are moving quickly into a new era of commerce where the Internet is playing a major role, not because it is technologically exciting or because it is cost effective for product and service providers but because it fits consumers' lifestyle requirements.

An Internet strategy is not a site or a technology. You can utilize technologies to create new...

4/3,K/4 (Item 4 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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01664486 03-15476

Marketing a resort community

Gregory, Susan; Koithan-Louderback, Kathy

Cornell Hotel & Restaurant Administration Quarterly v38n6 PP: 52-59
Dec

1997

ISSN: 0010-8804 JRNL CODE: CHR

WORD COUNT: 4793

...TEXT: books a room-night that might otherwise be lost.

Convenient access to information via the **internet** will allow hoteliers to market their properties individually. At the same time an increasingly large group of travelers is looking for just such information. The demographic profiles of **internet** users show that these people are among those potential customers that many hotels may want...

...to the entire community, and are essential to build a successful hotel town. If a **property** cannot book a piece of business, then a shift should be made to the nearest available location to satisfy the guest and retain the business locally. Customers are pleased their **service request** has been satisfied and the community is stronger since business has been booked within the...

4/3,K/5 (Item 5 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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01348418 99-97814

What can we do for you?

Anonymous

Pennsylvania CPA Journal v67n5 PP: 37-39 Dec 1996

ISSN: 0746-1062 JRNL CODE: PCP

WORD COUNT: 1395

...TEXT: Club include discounts on park admissions in Florida and California, accommodations, Delta Airlines, National car **rental** services and Disney stores. Membership cards and guides are provided free upon **request** .

Members Consultation **Service** Members are available to answer questions and assist their peers with client and practice issues...sites

"Products and services" - information on items of potential interest to CPAs

So set your **internet** browser to "http://www.picpa.com" and join the PICPA online as we "surf the...

4/3,K/6 (Item 1 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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08152156 Supplier Number: 68142540 (USE FORMAT 7 FOR FULLTEXT)

US Airways Teams Up With SideStep to Bring Customers Travel Bargains.

PR Newswire, p9166

Dec 18, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 441

... convenient and quick option for finding and booking online travel bargains.

SideStep is a free **Internet** search tool that customers can download via US Airways' Web site -- usairways.com. SideStep centrally...

...related Web sites to bring together the best available prices based on the customer's **request** .

The **service** explores more than 80 travel-supplier Web sites in search of the most desirable travel arrangements -- including Web specials and weekend **Internet** fares. SideStep then connects customers directly to

the airline, car **rental** and hotel brands that they trust when making travel arrangements.

Another innovative SideStep feature is...
...to download the software at no cost.

Based in Santa Clara, Calif., SideStep is an **Internet** technology company focused on connecting buyers and sellers in industries characterized by real- time pricing...

...establish stronger, more valuable relationships with their customers.
The company's initial market is the **Internet** 's largest commerce sector --
online travel. SideStep enables travel suppliers to substantially reduce
distribution costs...

4/3,K/7 (Item 2 from file: 16)

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07935434 Supplier Number: 66295031 (USE FORMAT 7 FOR FULLTEXT)
Corrigo, Inc. Offers Valuable Content for Broadband Provider Darwin
Networks, Inc. to Expand Reach Within the Property Management
Industry.

Business Wire, p2190

Oct 24, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 720

... repair and maintenance functions, has partnered with Darwin
Networks, a leading provider of high-speed internet access and wide
area
network (WAN) solutions, to offer industry-specific value-added
services
over...

...tenants to place service requests with facility maintenance
departments
and check their status via the Internet . Darwin Networks is the
nation's
leading multi-dwelling unit Internet provider, servicing over 2,000
commercial properties. The complement of services between the two
companies

...

...attractive opportunity for owners and their property managers to
leverage and expand their community portals.

" Property managers are finding that without significant
advertising dollars to create awareness of community portals, it...

...people back on a recurring basis," said Rick Michaux, president of
Corrigo, Inc. "Placing a service request to one's property
manager is
a basic function. Corrigo makes this process easier for residents and

tenants by...

...Darwin, we are able to create a compelling reason for users to return to their **property** community portals."

"Darwin is committed to leveraging our broadband technology to provide property managers and...

...vendor management. These Mobile Service Management Solutions apply groundbreaking innovations in wireless technology and the **Internet** to organizations with large, mobile service and field operations, including property management maintenance and extending...

...at www.corrigo.com

About Darwin Networks

Darwin Networks provides wireline and wireless high-speed **Internet** access and private, wide area network (WAN) solutions to small- and medium-sized businesses in...

...and retail properties and hotels. Additionally, the company is the nation's leading provider of **Internet** services for multi-dwelling units (apartment, condominium and student housing complexes). Darwin Networks serves, or...

...48 states and Canada.

The company is also the nation's premier provider of public **Internet** access kiosks. In addition to producing and operating custom kiosks specifically designed for retail/eCommerce...

4/3,K/8 (Item 3 from file: 16)
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07897750 Supplier Number: 66002397 (USE FORMAT 7 FOR FULLTEXT)
ElectricStreets.com, Inc. and Corrigo, Inc. Partner to Provide Compelling

Portal Solution for Multi-Family Properties.

Business Wire, p2167

Oct 12, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 689

... their customers' sites," said Rick Michaux, President of Corrigo.

"After all, every resident has a **service request** from time to time.

By

having these residents place service requests online, **property managers**

will be able to further realize the financial benefits associated with ElectricStreets' **property** portals."

The ElectricStreets-Corrigo partnership illustrates the companies'

emphasis on integrating technologies to provide their...

...vendor management. These mobile service management solutions apply groundbreaking innovations in wireless technology and the Internet to organizations with large, mobile service and field operations, including property management maintenance and extending...

4/3,K/9 (Item 4 from file: 16)

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07730068 Supplier Number: 64455631 (USE FORMAT 7 FOR FULLTEXT)

e-Tenants.com Announces New Partners for Tenant Amenity Program.

PR Newswire, pNA

August 22, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 556

... Spectrum(TM), Kastle Systems, Prime Pay, Allegheny Energy and many others.

e-Tenants is an Internet -based, tenant amenity program, recently launched by Brandywine Realty Trust for its tenants and employees. The site offers members a variety of services such as a personal concierge, an online tenant service request form and numerous products and services for the home and office including office supplies, moving services, discounted movie tickets and more. e-Tenants is totally scalable for property management companies who want to offer the amenity program to their tenants.

Brandywine Realty Trust...

4/3,K/10 (Item 5 from file: 16)

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07622367 Supplier Number: 63509859 (USE FORMAT 7 FOR FULLTEXT)

Anticipating and Managing Change in Government Agencies.(Company Profile)

San Diego Business Journal, v21, n16, pB-18

April 17, 2000

Language: English Record Type: Fulltext

Article Type: Company Profile

Document Type: Magazine/Journal; Trade

Word Count: 1020

... keeping with the tradition of flexibility and innovation, Berryman & Henigar first anticipated agencies' need for Internet -based technology solutions in 1999. This year, the firm has formed a strategic alliance

with

...

...enabled a web help desk that serves as a one-stop location for citizens to **request** sanitation **service** and street or utility repairs, or to ask questions and register complaints. Residents also can...

...job openings; complete permit requests; view traffic reports; check out business license listings; and pay **property** taxes and traffic citations online.

Berryman & Henigar and GovHost.com are providing virtual government services...

...online, Berryman & Henigar and GovHost.com are committed to enabling these public agencies to provide **Internet** services for the first time.

The power to change and the power to build is...

4/3,K/11 (Item 6 from file: 16)

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07539840 Supplier Number: 63255101 (USE FORMAT 7 FOR FULLTEXT)

High Touch Equals High Class and Low Turnover.

Matre, Steve

Units, v24, n5, p52

June, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1765

... up-front commissions on service installations. The same goes for

cable companies and high-speed **Internet** access providers.

Cable offers an interesting opportunity for property owners and residents. Satellite dish installations...

...will wire your community for DSL or ISDN lines which can provide access

to the **Internet** at speeds 100 times faster than the conventional modem.

As residents sign up for the...

...in the services they are selling. Today's high-tech service programs including high-speed **Internet** access and cable modem programs, require

extensive training in technology and the **Internet** . It is frustrating for

anyone touring a community to continually hear, "I don't know...crew.

- * Make sure there are refreshments in the new apartment home.

- * Personal contact by the **property** manager and service

technician
supervisor should be done the next day. Each one should stop by the
apartment home to welcome the resident. The service technician
supervisor
should drop off a bucket of...

...the walls after furniture arranging and moving day commotion. The
resident should be given a **service** request form with all relevant
phone, fax, and e-mail contact information for the leasing center...

4/3,K/12 (Item 7 from file: 16)
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07413962 Supplier Number: 62436310 (USE FORMAT 7 FOR FULLTEXT)
Brandywine Realty Trust Launches e-Tenants.com.
PR Newswire, pNA
May 17, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 698

... PRNewswire/ --
Brandywine Realty Trust (NYSE: BDN) today announced the launch of
e-Tenants.com, an **Internet** -based, full-service tenant amenity
program.
Developed initially for Brandywine tenants and their employees, e...

...home page.
Brandywine has also brought its landlord services to e-Tenants.
Through an online **Tenant Service Request** program, tenants can
place
maintenance requests that are then dispatched to the appropriate
Brandywine
office...

4/3,K/13 (Item 8 from file: 16)
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07227673 Supplier Number: 61290829 (USE FORMAT 7 FOR FULLTEXT)
A Revolution in Rent Collection.
Rice, Kara
Units, v24, n2, p44
March, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2598

... to make the rent collection process a more efficient operation.
From electronic check scanners to **Internet** Application Service
Providers
(ASPs) to rent payment kiosks in the management office, there are
now...

...to Yardi e*Banking." You must use Yardi Professional(TM) onsite accounting software and have Internet access in order to take advantage of the Yardi e*Banking product.
Rent payment kiosks...

...the property management office or any common area, the Rent Payment Station(TM) uses the Internet to process electronic payments and integrate data directly with the onsite accounting software. Like the...of site operations, but can be accessed in real time by management personnel from anywhere Internet access is available," says Jim Melson, president of RealPage. A variety of methods to collect...

...The website theRent.com is known as an application service provider (ASP), and "links the rental community with a web venue," says Amy Glass, vice president of business development. With a variety of different packages available, theRent.com will custom-build a website for rental communities which includes a virtual resident newsletter, online service request program, and information on local attractions and retailers. Also included is an online rent payment feature through CheckFree Corp. Once a resident makes a rental payment at a community's website, the money is electronically transferred from the resident's...associated with rent collection are reduced.

Ms. Rice is vice president of Gracehill.com, an Internet resource for multifamily professionals. With nearly a decade of multifamily experience both on and off...

4/3,K/14 (Item 9 from file: 16)
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07190693 Supplier Number: 61397735 (USE FORMAT 7 FOR FULLTEXT)
AMLI Residential Moves to New Web Address.
PR Newswire, p6912
April 7, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 349

... value in the multifamily industry, and we are excited to extend that value to the Internet ," said Bob Malpasuto, AMLI's Chief Information Officer. "Now that we have a permanent home...

...AMLI's communities and the lifestyle they offer. This information includes interior features, amenities, floorplans, rental rates, maps,

directions and photos. In addition, residents can access information regarding contact data for...

...providers and schools, monthly resident newsletters, participating in volunteer activities and can even submit a **service request** via the AMLI web site.

AMLI's new web site also offers shareholders, lenders, partners...

4/3,K/15 (Item 10 from file: 16)

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06962762 Supplier Number: 58268940 (USE FORMAT 7 FOR FULLTEXT)

Nassau Steps Up Efforts To Court Business Clients.

Frances, Erin

Travel Agent, v297, n9, p2

Nov 29, 1999

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 699

... SUPER or visit the Web site (www.superclubs.com).

* British Colonial Hilton Nassau: This Hilton **property** opened its doors last month after a \$68 million renovation. The 291-room hotel added

...

...level on the fifth floor, featuring 46 rooms with oversize desks, modems, fax machines (upon **request**) and turndown **service**. Fifty-eight executive rooms on the sixth and seventh floors offer the same amenities, in...

...000 theater-style. A business center offers guests three workstations with a personal computer, an **Internet** port, a fax machine, paper shredder and copier. Business supplies are available, as is access...

4/3,K/16 (Item 11 from file: 16)

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06945715 Supplier Number: 58632463 (USE FORMAT 7 FOR FULLTEXT)

Corrigo Announces First Pilot Customer, BRE Properties, Inc.; Web-based Solution Provider Enhances BRE's Status as Leader in Technological Innovation for the Real Estate Industry.

Business Wire, p0685

Jan 18, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade
Word Count: 585

... onto the Web or simply place a telephone call to obtain detailed information about their service request . "BRE strives to create lasting value in our apartment communities through responsiveness to our residents. CorrigoNet(TM) will enable our property management Associates to take customer service to the next level," said Carlson. CorrigoNet(TM) will...

...Corrigo will benefit by launching CorrigoNet(TM) with a partner who understands the impact that Internet and wireless technologies can have on maintenance and customer service functions, and ultimately on their...

4/3,K/17 (Item 12 from file: 16)
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06890764 Supplier Number: 58327492 (USE FORMAT 7 FOR FULLTEXT)
New York PSC Approves Aquarion Merger With Kelda Group plc.
Business Wire, p1291
Dec 21, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 421

... into by PSC Staff, Sea Cliff, Aquarion and Kelda to adjust Sea Cliff's water service rates. The request for new rates was based on dramatic property tax increases since Sea Cliff's last rate change in 1984.

Aquarion Company's principal...

...facilities.

For more information on Aquarion Company and its subsidiaries, please contact us on the Internet at www.aquarion.com or www.bhcco.com

4/3,K/18 (Item 13 from file: 16)
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06728133 Supplier Number: 56456958 (USE FORMAT 7 FOR FULLTEXT)
The Internet Opens Unlimited Possibilities for your Community.
RICE, KARA
Units, v23, n7, p42
Sept, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2158

The Internet Opens Unlimited Possibilities for your Community.

In today's world, the **Internet** is rapidly becoming as critical a communications tool as the personal computer. The **Internet** has truly revolutionized personal and business communications. It has also caught on incredibly fast--in...

...of property management companies and professionals continue to fight the introduction of e-mail, the **Internet**, and the World Wide Web to our workplaces.

You need to be on-line for...

...RESIDENTS ARE THERE

It is hard to know just how many people are using the **Internet** because no central regulating agency or tracking system exists. Estimates on the number of current...

...are expected to come on-line this year alone, bringing the estimated total number of **Internet** users worldwide to nearly 131 million--greater than the population of Japan. Recently, the U...

...households own at least one computer and 25 percent of all U.S. households have **Internet** access. At the very least, one in four of our potential customers are on-line.

Who are these mysterious **Internet** users, anyway? A group of researchers at the Georgia Institute of Technology conduct a biannual...

...information. The 10th survey, published in spring 1999, indicates the following statistics about today's **Internet** users:

- * average age is 37 years old.
- * average household income is \$57,300.
- * 88 percent...

...reside in suburban areas, 37.3 percent reside in urban areas.

- * 79 percent access the **Internet** from home daily.
- * 32 percent never access the **Internet** from work.
- * 37 percent have been on-line for four to six years.

What does this all mean? For starters, the **Internet** is being most widely used not for business or professional means but for personal use...

...been on line for some time now, typically four to six years. This indicates that **Internet** use is not a passing fad but is more and more becoming part of everyday life. It also tells us that our customers are **Internet** savvy, having years of experience behind them. If you are not on-line yet, you...

...or the companion on-line sites of the major print publications. However,

unless you have **Internet** capability in your leasing office--meaning that you can get on-line right now, check...

...your on-line advertisement for accuracy, send and receive e-mail, and even search the **Internet** --you are missing perhaps the biggest marketing and customer service opportunity that will ever come...

...an on-line ad with one of the major providers and consider that as your **Internet** presence? There are several reasons. First, your **Internet** customer is accustomed to immediate access to information. When they click on your **Internet** ad to request your current **rental** rates, because you do not have **Internet** service, their **request** must be routed through your on-line advertising provider. Your advertising provider faxes this request...

...mailing is less satisfying when they would have preferred to receive information electronically. To your **Internet** -savvy customer, this entire exchange would be described as a below-average customer service experience at best.

Second, with **Internet** capability in your office, you can not only respond to that initial request for information...of that electronic communication with your prospects or residents described above can be accomplished without **Internet** capability in your leasing office. The on-line ad you have placed with your **Internet** advertising provider is a start, but do not be fooled into thinking you can stop there. A truly successful **Internet** presence requires the capability to interact with your customers electronically.

THE **INTERNET** AS A MANAGEMENT TOOL

The **Internet** provides you with an invaluable opportunity to improve your work performance and cut your operating expenses. Here are some ways you can harness the **Internet** to bring greater speed, efficiency, and expertise to your workplace as well as some hints...
...on-line. Computer Economics estimates that over five million resumes will be posted on the **Internet** in 1999. If you are hiring, you must explore this avenue for finding good help...

...tool.

IT'S NOT IN OUR BUDGET AND OTHER EXCUSES

The added cost of monthly **Internet** service may seem like an unnecessary luxury. However, we are not talking about a huge expense here.

There are a tremendous variety of **Internet** service providers available, both nationally and locally. Your area telephone service and cable

providers may even offer **Internet** service. The average cost of such service is \$20 per month, which gets you unlimited...

...long-distance calls or regular mail. This alone will not only offset your \$20 monthly **Internet** investment, but also save you hundreds of dollars per year. However, if you cannot squeeze one more dime out of your budget, explore the free **Internet** service offered by NetZero. The catch is that you are forced to watch an extra...

...If you still are not convinced, talk with property management professionals who are using the **Internet** to their competitive advantage.

Companies large and small have discovered the superior customer service opportunities, cost-saving benefits, and the invaluable information and resources that **Internet** capability at the leasing office level provides.

It is natural to be reluctant to change...Guerrilla Marketing Online by Jay

Conrad Levinson and Charles Rubin

10 Minute Guide to the **Internet** and World Wide Web by Rick Bolton,

Galen A. Grimes

Taming the **Internet** by Charlyn Keating

Kara Rice, CAM, is Vice President of Grace Hill, Inc., and has...

4/3,K/19 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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10933846 SUPPLIER NUMBER: 54313448 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Web leasing: help or hype?(includes related article on online leasing)

Fjellstad, Neil; Levey, Carol

Journal of Property Management, 64, 2, 66(7)

March-April, 1999

ISSN: 0022-3905 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3782 LINE COUNT: 00303

ABSTRACT: Establishing real property leasing services over the **Internet**

World Wide Web may initially be an intriguing prospect. Keeping Web pages visually attractive and...

...a site can be quite high. The combination of a new media that is the **Internet** and a resistance to implementing customer-driven strategic marketing are primarily the reasons behind the lack of progress in experimentations with **Internet** use within the property leasing business.

The industry to date has not furnished its members with sufficient **Internet** data to feel optimistic about electronic marketing. A number of steps may be taken by these fledgling online property lease businesses

to
assess whether or not an **Internet** presence is worth the investment.
TEXT:

How about some straight "skinny" on the viability of using the
Internet to lease apartment homes? We've all been approached by one of
the
several online...

... just eat up your time.

Current Industry Realities

Current results or lack thereof from early **Internet**
experimentation

within our industry are not due to lackluster customer acceptance but
rather a combination...

...reshaping of our industry. The fact is our industry does not provide
us

with the **Internet** data to feel confident enough to market on line.

Faced

with our current situation, we are tempted to emphasize the lack of
hard

industry data about the **Internet** and wait to see who else joins.

Without enough information it becomes risky to allocate...

...confidence that we have in traditional media. However, you may have
had

success with the **Internet** without even knowing it. Your apartment
community has probably been advertised on the **Internet** whether you
realize it or not. Nearly all publications such as newspapers or local
rental...

...walk-in traffic to its appropriate source and giving at least some
credit to the **Internet** .

As a marketing tool, the **Internet** can help us assess an
advertisement's ability to generate rental leads, evaluate our
onsite...

...planning we will narrow the universe to include only adult
individuals

using at least one **Internet** application besides e-mail during the
last

three months. This specifically excludes those that have...

...53 million by end of 1999.

The most remarkable thing that we can say about **Internet** users
is

that they are very ordinary. They are the same people that read the...

...car. Additionally, a close look at the user data reveals some trends
in

our industry.

Internet usage seems to be gaining faster acceptance due to the
accumulated acceptance of other technology in our lives at work,
school,
and home. Though first introduced at work, the **Internet** , now has
quickly

become an essential part of personal living.

Personal use, including online shopping...

...trends. Women are seen as real estate's primary customer and their usage of the **Internet** has risen dramatically, making up 39 percent of all **Internet** users. And while 68 percent of users are married, the number of separated/divorced users...

...not having to even leave the house to shop and the sheer convenience of the **Internet**, more users are finding a variety of reasons to go online. For the apartment...

...from one side of town to the other becomes quite appealing. A recent survey of **Internet**-using households shows these top 10 personal benefits of shopping on-line, in ranking order...

...considerations. Our experience tells us that personal safety is a driving force as well.

The **Internet** is becoming essential, particularly to our rental customers for a number of reasons. For one...of available technology.

We can reasonably draw some conclusions by comparing the evolving profile of **Internet** shoppers with what we know about the demographic and

psychographic characteristics of modern rental customers. Current **Internet**

data shows that usage is rapidly becoming accepted by the general public but especially within...

...onsite service teams at your communities. This might require presentation(s) of a variety of **Internet** sites and what online options are available. Effective surveys and focus groups will help you...

...gather is a critical first step. Next you must choose how to use it. The

Internet is full of marketing opportunities. It is also full of distractions. A plan must keep...

...seek online visibility; build online credibility; and nurture online relationships.

Keep in mind what the **Internet** is good at - direct target marketing

and one-on-one presentation. It is not particularly good for mass awareness

and brand identity. So, creating enough **Internet** impressions on a rental

customer sufficient that your company or community stands apart from all...

...could include important phone numbers and the ability to report an emergency or make a **service request**. Include local maps showing routes to shopping, schools, freeways, and airports. Make it a community bulletin

board with information about planned **property** improvements, resident activities, and personal safety tips. Create a site tour including the exterior and...

...a search engine (Yahoo, AOL, MSN, Alta Vista, Lycos, etc.) and 85 percent through another **Internet** site. Knowing this, get your site registered with all commercial search engines. Get your site...

...to hold back the information. You lose the caller. The same thing happens at an **Internet** site, but the customer is in control.

You get their attention with ease of use...

...well-thought-out fulfillment strategy. The inability to follow-up is marketing suicide. On the **Internet** it is suicide with an automatic weapon. At the point that you take a request...

...timeliness expected.

No Guts, No Glory

Even those that have created a storefront on the **Internet** often do so to mark their territory. Due to the personal interest of a decision...

hundreds of rental inquiries everyday.

We asked CEO Charlie Tennyson to summarize the company's **Internet**

experience. He responded, "We made the decision to move into **Internet** marketing three years ago and do not regret the decision for a minute. The issue...

...service. To deliver you have to go where the customer is. They are on the **Internet**. Initially, we were not as successful with our **Internet** customers as we were with our local customers.

"Lots of effort (allocation of resources) is...

...with other primary lead sources. The bonus is how much more we know about each **Internet** customer. Our ongoing strategy supports constant maintenance and improvement of our three company websites; each...

...ask questions.

The ongoing challenge is the timely response to customer inquiry and treating the **Internet** customer with courtesy, respect, and urgency when the interaction is electronic.

A Look Ahead

Certainly, we are moving quickly into a new era of commerce where the

Internet is playing a major role, not because it is technologically exciting or because it is cost effective for product and service providers but because it fits consumers' lifestyle requirements.

An **Internet** strategy is not a site or a technology. You can utilize technologies to create new...desire could be attainable for much less time and money than you might have expected.

Internet Use

Age of **Internet** users:

30% (18-29 yrs) 54% (30-49 yrs) 16% (50+ yrs.)

Gender: women 39...

...94)

Marital status: married 68% (users that are separated/divorced has risen dramatically)

Where do **Internet** users live?

As a percentage of total households **Internet** usage by region:

Northeast: 16% South: 14% Midwest: 16% West: 18%

The following segments apply based on primary reason for accessing the **Internet** :

Personal Interest Consumers: 46% (primary attraction includes local information)

Occupational Consumers: 17% (primary business attractions...

...Levinson and Charles Rubin, Houghton Mifflin Company, 1996.

White Paper on the "Viability of the **Internet** for Business," by Jeff Rosenburg, Strategy Alley, April 29, 1998.

"Information Privacy in the Masterspace...

...Net - The New Frontier, by Peter C. Clemente, McGraw Hill, 1998.

"FIND/SVP 1997 American **Internet** User Survey"

"Tomorrow's Apartment Industry," executive workshop by IT Partners, 1998.

"Hi-Tech, Hi...

4/3,K/20 (Item 2 from file: 148)

DIALOG(R) File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

10428451 SUPPLIER NUMBER: 21073116 (USE FORMAT 7 OR 9 FOR FULL TEXT)

BACnet: answers to frequently asked questions. (data communication protocol

for building automation nd control networks)

Newman, H. Michael

Heating, Piping, Air Conditioning, v70, n6, p89(5)

June, 1998

ISSN: 0017-940X

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 3342

LINE COUNT: 00263

... and manipulating the properties of the objects described above.

A

common one is the "Read- **Property** " **service request** . This message causes the server machine to locate the requested **property** of the requested object and send its value back to the client. Other classes of...

We will also be looking at ways to enhance the use of BACnet with the **Internet** protocols (IP). This refinement, BACnet/IP, will hopefully be available for public review later this...

4/3,K/21 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

02144394 SUPPLIER NUMBER: 20205708 (USE FORMAT 7 OR 9 FOR FULL
TEXT)
**Tiers without tears. (techniques for packaging database logic into
components) (Technology Tutorial) (Column) (Tutorial)**
Spitzer, Tom
DBMS, v11, n2, p74(4)
Feb, 1998
DOCUMENT TYPE: Column Tutorial ISSN: 1041-5173 LANGUAGE:
English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3408 LINE COUNT: 00267

... table.
You can use the customer object the same way in a Web application
with **Internet** Information Server (IIS) and Active Server Pages (ASP).
The
only difference is that user-supplied...including the VBA scripting
languages within the Microsoft Office products and the scripting
capabilities of **Internet** Explorer and **Internet** Information Server's
ASP.

The second group of practical benefits I get comes from
removing...
three-tier application development using a component coordinator.
Statelessness characterizes components that don't retain **property**
values
between method invocations. In a component coordinator environment,
where
the client application does not know which instance of a middle-tier
component will be responding to its next **service request**, the
client
application cannot rely on the middle tier component holding
information
maintained in the...

4/3,K/22 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2006 The Gale Group. All rts. reserv.

02176482 Supplier Number: 25717032 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Best Of Both Worlds
**(Magnolia Hotel and Holtze Hotel Denver operate 330 and 224 rooms,
respectively; Magnolia faced with building costs of \$100/sq ft)**
Hotels, v 34, n 6, p 26+
June 2000
DOCUMENT TYPE: Journal ISSN: 1047-2975 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 748

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...an historic building. Many established historic properties face difficulties installing the wiring for high-speed **Internet** access and other essential amenities. But a new-build interior makes the cost of adding...

...properties, as extended-stay guests shun the intrusiveness of full service every day. "We only **service** rooms upon **request** on weekends," Hitz says. "Altogether, we have 80 employees total at the Dallas hotel and ...

...A full range of services, including 24-hour concierge service, must be available at any **property**. But extended-stay guests become so self-sufficient they reduce the hotel's labor costs...

4/3,K/23 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

10090752 (USE FORMAT 7 OR 9 FOR FULLTEXT)
BRE Properties Rolls Out e-Strategy and Project Velocity at MultiTech 2000
PR NEWSWIRE
March 16, 2000
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1392

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... its Stakeholders. The cornerstone of BRE's e-initiative is Project Velocity, a suite of **Internet** -based applications, products and services designed to provide Lifestyle Solutions to apartment Residents. Project Velocity...

... and products that afford convenience, to friends and family, and to the resources of the **Internet** -- with or without a personal computer. "We are transforming our business by demonstrating that Customer...

... vision with unique value propositions for our Customers. For Residents, it will represent expandable broadband **Internet** access, a portable **Internet** Service Provider (ISP), local-area network (LAN) connections and dedicated service -- all at competitive prices...

...communities."

"With Project Velocity, BRE makes the leap from a basic supplier of

high-speed **Internet** access to a full-service **Internet** solutions provider," said Lee Carlson, BRE's CFO and principal architect of Project Velocity. "There are three important components to our technology initiative: VelocityHSI(TM) - BRE's high-speed **Internet** infrastructure for the multifamily marketplace; ZippityKlik(TM) - the proprietary and portable **Internet** Service Provider portion of BRE's Project Velocity; and, KlikLANE(TM) - Project Velocity's **Internet** portal site, customized to provide apartment Residents with convenient and exclusive community connections."

BRE's...

...and Services

VelocityHSI -- www.velocityhsi.com -- provides system planning, development and installation of high-speed **Internet** access for owners and managers of apartment communities, using a revenue-sharing model. Through data...

...service.

ZippityKlik, a full-service ISP, offers subscribers dedicated T1 access for connecting to the **Internet** up to 50 times faster than a standard dial-up connection. This always-on service permits access to the **Internet** without dialing or busy signals. Users can define a customized package of services including multiple **Internet** -based e-mail accounts; 5 MB of personal web site hosting and storage; a customized...

...in addition to -- or in lieu of -- a personal computer.

KlikLANE is BRE's innovative **Internet** portal. Launched today, KlikLANE is designed to be the gateway of choice for apartment Residents... through a web-based tool developed by Corrigo and field-tested by BRE. CorrigoNet uses **Internet** and personal digital assistant (PDA) technology to support apartment maintenance from the initial **service request**, to diagnosis, progress monitoring, productivity enhancement training, inventory control and Resident feedback.

MakeTheMove.com provides...

... cancel or transfer their electricity, gas, cable TV, newspapers, telephone (local, long distance and wireless), **Internet** service, postal change of address and more. By completing simple, secure online forms, Customers can...

4/3,K/24 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

09301635 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Chartered offers minute mortgage

Clare Cheung

HONG KONG STANDARD

January 27, 2000

JOURNAL CODE: WHKS LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 498

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...rates, Standard Chartered Bank is set to offer the fastest mortgage approval service on the **Internet** in a move to maintain its competitive edge.

The bank will introduce an online mortgage...

"**Internet** mortgage is a trend. We want to put customers at ease so that they can...

...minute."

Borrowers are still required to submit all necessary documents later.

A month after the **Internet** application system comes in, the bank is offering mortgage loans through WAP (wireless application protocol...

... e.Mortgage, enables customers to obtain property valuation, mortgage loan approval, mortgage loan calculator, mortgage **service request** as well as **Internet** telephony. It also provides market news and legal services.

The website will link with 12...

... expect an additional 30 per cent of customers will ask for mortgage information through the **Internet** ," Mr Wong said, adding that the bank will make use of technology in the future...

...helps boost profits, Mr Wong said.

"It is expected the transaction cost done over the **Internet** is

half
of that done by the branch staff. The savings will be invested in...

4/3,K/25 (Item 3 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

08699712 (USE FORMAT 7 OR 9 FOR FULLTEXT)
International Software Group Helps ComSearch Drive Legacy-to-Web E-Commerce

and Customer Service Initiatives
BUSINESS WIRE
December 14, 1999
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1070

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... order processing. This e-commerce application will enable auto insurance companies as well as auto **repair** shops to **request** part availability and pricing over the Web.

In order to provide their customers with all...

...platform.

"We know that giving customers the information they want in real-time via the **Internet** is key to the success of e-commerce and customer service initiatives," said Joseph Lyons...

...service offering to the next level."

"Companies need to quickly respond to market demands for **Internet** accessible solutions without replacing their legacy systems," said Arie Gonen, chairman and CEO of ISG...

4/3,K/26 (Item 4 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

07090269 (USE FORMAT 7 OR 9 FOR FULLTEXT)
AMLI Residential Launches New Web Site
PR NEWswire
September 07, 1999
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 405

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... providers and schools, monthly resident newsletters, participating in volunteer activities and can even submit a **service request** via

the
AMLI web site.

AMLI's new web site also offers shareholders, lenders, partners...

... adding many more features as we continue to move forward on
our
commitment to the Internet," said Malpasuto.

The AMLI(R) portfolio currently includes 57 stabilized
apartment
communities containing 21,471...

4/3,K/27 (Item 5 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

02759118 (USE FORMAT 7 OR 9 FOR FULLTEXT)

BUSINESS CLASS - EXECUTIVE TRAVEL IN ASIA THIS WEEK

ASIA PULSE

September 09, 1998

JOURNAL CODE: WAPL LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 992

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... within central London or Heathrow Airport free of charge.
The
service comes with a complimentary rental period of 14 days, a
free
one-minute phone-home call, a minimal outbound phone...

... began on August 28, has affected a total of nearly one
million
passengers so far. INTERNET TRAVEL SERVICE ARRANGES ASIAN BUSINESS
TRAVEL
TRIPS

SAN FRANCISCO - International business travellers visiting Asia
can
have sideline "adventure" trips arranged and customised to their
taste by
an Internet travel service set up earlier this year. The
company,
Worldwide Escapes, based in San Francisco...
... could not find the time to get away, the company offered
information
pages on the Internet to explore the cities they were visiting. The
site
can be found at <http://www...>

4/3,K/28 (Item 6 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

02750035 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Executive Travel In Asia This Week

PR NEWSWIRE

September 09, 1998

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1001

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... within central London or Heathrow Airport free of charge.
The service comes with a complimentary rental period of 14 days, a free one-minute phone-home call, a minimal outbound phone...

... began on August 28, has affected a total of nearly one million passengers so far.

INTERNET TRAVEL SERVICE ARRANGES ASIAN BUSINESS TRAVEL TRIPS
SAN FRANCISCO - International business travellers visiting Asia can have sideline "adventure" trips arranged and customised to their taste by an Internet travel service set up earlier this year. The company, Worldwide Escapes, based in San Francisco...
... could not find the time to get away, the company offered information pages on the Internet0 to explore the cities they were visiting. The site can be found at <http://www...>

4/3,K/29 (Item 1 from file: 610)

DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00309667 20000627179B1002 (USE FORMAT 7 FOR FULLTEXT)
IXATA.COM Signs Preferred Marketing Agreement With VIP International Corporation
Business Wire
Tuesday, June 27, 2000 09:18 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 754

TEXT:

The IXATA Group, Inc. (OTC BB:IXTA), announced today that its Internet -based, application service provider (ASP) subsidiary, IXATA.COM, Inc. (pronounced I-zay-ta), signed a
...

...HSS).

IXATA.COM's RFP Express service will be used by VIP International's hotel property clients to manage and administer their Request For Proposal (RFP)

process with corporations for preferred...

...and

eliminates costly, labor-intensive paper, faxes and telephone calls.

RFP

Express is the leading **internet** -based automated hotel **request** for proposal

service that successfully automates the entire solicitation process. IXATA.COM's business-to-business (B2B) e...

...premier service, RFP Express(SM), is a B2B, e-commerce purchasing system that integrates an **Internet** -based interface with a sophisticated

data-warehousing system and fax technology to deliver automated solutions

...

...their corporate clients, which compliments their current travel management services.

IXATA.COM (an acronym for **Internet** eXpress Advanced Technologies and Automation) is positioned to address the needs of the \$575 billion...

...INDUSTRY NAMES: **INTERNET** ;

4/3,K/30 (Item 2 from file: 610)

DIALOG(R) File 610:Business Wire

(c) 2006 Business Wire. All rts. reserv.

00022638 1999089B0020 (USE FORMAT 7 FOR FULLTEXT)

Soma.com Calls for Crackdown on Unethical Internet Pharmacies
Business Wire

Tuesday, March 30, 1999 06:24 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 827

1Soma.com Calls for Crackdown on Unethical Internet **Pharmacies**

TEXT:

Nation's First Full-Service **Internet** Pharmacy Outlines Strategy
for Increased Consumer Safety with Issuance of White Paper

Soma.com (<http://www.soma.com/>), the nation's first complete **Internet** pharmacy, today called for the stricter enforcement of state and federal regulations and legislation to ensure the safety of consumers who could be lured into purchasing pharmaceuticals via the **Internet** from illegal and unethical Web sites. The Soma.com call for action was made on...

...House Commerce Committee, both of which focused on growing consumer concerns regarding the practices of **Internet** -based pharmaceutical sellers. Soma.com also announced it may support additional actions aimed at protecting...

...white

paper today that outlines various issues concerning the ethical sale of pharmaceuticals via the **Internet** and makes recommendations on how

best

to protect patients who purchase prescription medications online.

"Soma.com deplores rogue drug peddlers and unethical pharmacies that sell any prescription drugs over the **Internet** without a valid prescription from a licensed health care provider who has an established patient...

...can ensure that patients are protected from harmful and potentially life-threatening situations," added Pigott. " **Internet** pharmacies like Soma.com provide a valuable resource to patients by offering convenience, home delivery...

...Commerce Committee released a letter on March 3 outlining their concern about the growth of **Internet** pharmacies, especially in terms of the dangerous potential for illegal or unethical prescription fulfillment. Signing...

...Brown (D-Ohio). They requested that the General Accounting Office assess the scope of the **Internet** -based pharmaceutical market and determine how many prescriptions were the result of face-to-face...

...in Chicago to discuss the implementation a new program designed to verify the licensure of **Internet** pharmacy sites and inform the public of those Web sites that are licensed in good...

...Attending the meeting were representatives of Soma.com who endorsed the NABP plan for stricter **Internet** pharmacy regulation and reinforced that Soma.com is dedicated to improving patient health through high...

...follow the same strict standards.

Seattle-based Soma.com is the nation's first complete **Internet** pharmacy. The company's mission is to be the world's finest **Internet** community pharmacy, dedicated to improving patient health through safe and ethical prescription services. Launched in January 1999, Soma.com provides 24-hour-a-day access to pharmacists via the **Internet** or by toll-free telephone and next-day delivery of quality prescription and over-the-counter medicines with an emphasis on customer **service** . To **request** a copy of today's white paper, call (206) 270-4659 or visit Soma.com...

...media kit at www.businesswire.com/emk/7168.htm. All trademarks or registered trademarks are **property** of their respective holders in the United States and/or other countries.

-0- jc/ny...

...206) 270-4611

tmorelli@publicis-usa.com

KEYWORD: WASHINGTON

INDUSTRY KEYWORD: COMPUTERS/ELECTRONICS

INTERACTIVE/MULTIMEDIA/ **INTERNET** COMED MEDICINE

...INDUSTRY NAMES: **INTERNET** ;

4/3,K/31 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

03911536 Supplier Number: 50116609 (USE FORMAT 7 FOR FULLTEXT)

-WESLEYAN ASSURANCE SOCIETY: Wesleyan launches new interactive

Internet

site

M2 Presswire, pN/A

June 30, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1272

(USE FORMAT 7 FOR FULLTEXT)

-WESLEYAN ASSURANCE SOCIETY: Wesleyan launches new interactive

Internet

site

TEXT:

M2 PRESSWIRE-30 June 1998-WESLEYAN ASSURANCE SOCIETY: Wesleyan launches new

interactive **Internet** site (C)1994-98 M2 COMMUNICATIONS LTD

RDATE:290698

Wesleyan Assurance Society today announces the launch of its new

Internet

Site: www.wesleyan.co.uk. The **Internet** offers a new medium for the Wesleyan to communicate with existing and potential new customers...

...allows customer interaction. Wesleyan's web site is designed to: * enable customers to obtain product / **service** information or **request** a telephone call from Wesleyan's Call Centre or a visit from a Financial Adviser...

...New-York. Mike Sinclair, Deputy Managing Director, Wesleyan Assurance

Society, commented on the launch: "The **Internet** represents an important

development for the Wesleyan as it provides an interactive communication

medium between the Society and our customers. The **Internet** will provide

up to date news about our products and activities including details of our

...

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